

State telecommunications management manual

State of California
Department of General Services

Telecommunications Division
Sacramento, California

Category: Agency Telecommunications Management (ATM)	Chapter Title: Introduction	Chapter Number: 0200.0
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POLICY

State agencies are responsible for managing telecommunications in a cost-effective, efficient manner in accordance with SAM policies for Agency Management and directives and procedures in this manual.

As established by government code, the TD establishes policies, standards, practices and procedures that ensure the orderly and cost-effective development of the state's telecommunications systems and services and oversees the management of these systems and services.

INTRODUCTION

Heads of state agencies shall:

- Establish a telecommunications management function within the agency to represent the organization and,
 - ♦ designate a person performing this function as the principal Agency Telecommunications Representative (ATR), and
 - ♦ designate a primary and backup Directory Listing Coordinator (DLC) to manage agency listings for State Information Services and the State of California Telephone Directory.
- Institute policies and controls within the agency related to agency use of telecommunications which includes, at a minimum,
 - ♦ policies on system and service acquisition, state telephone usage, personal use of state telephones,
 - ♦ system security policies which include fraud and abuse monitoring,
 - ♦ payment policies for services including auditing and correcting invoices, and
 - ♦ a format to communicate such policies and controls to all agency employees.
- Ensure efficient use of systems and services.
- Participate with the TD in strategic and long range planning forums as applicable.
- Assess, plan and communicate telecommunications needs to the TD.

- Inform the TD of projects requiring its involvement during the earliest planning stages.
- Work with the TD to ensure that projects have sufficient funding.